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| **JOB DESCRIPTION** | |
| **Job Title** | Fleet Returns Supervisor |
| **Job Purpose** | Ensures the Health & Safety of all Team members and ensures all team members are suitably trained to complete their tasks.  Oversees the timely wash, refurb and test of returned fleet units post hire. |
| **Business Unit/Dept** | Operations |
| **Reporting to** | Manufacturing Manager |
| **Line Management Responsibility** | Yes  No – support role |
| **Budget Responsibility** | Yes  No |
| **Accountability Level**  *(service delivery performance, quality & safety of people & product/service, compliance with rules, standards and legislation, continuous improvement, reporting and strategy)* | Individual level  Team or function supervisory / management level  Department management level  Senior management / company level |

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| 1. **ESSENTIAL DUTIES AND RESPONSIBILITIES**   *The basic, important duties to be performed in the role* |
| **General Responsibilities and Accountabilities**   * Lead, manage and oversee the effective, efficient, and timely turnaround of returned Fleet items to meet the demands of the business and pipeline activities. Responsible areas include; Jet Wash, Pump Refurb and Light Refurbishment activities * Ensure the Fleet Stock is maintained at a suitable level, monitor the number of units waiting wash and manage labour accordingly. * Order all required consumables for all areas of responsibility * Monitor and ensure all team members are and remain suitably qualified, experienced, skilled, and competent to perform their role safely, efficiently, and consistently. Where training is required, identify via Manufacturing Manager. * Identify opportunities to improve efficiency and implement solutions. * Communicate with all departments to establish equipment delivery and despatch dates. * Keep relevant stakeholders up to date with production, delivery, safety, quality, and performance matters. * Ensure all documentation and records are completed, recorded, accurate, correctly stored and distributed in a timely manner. * Ensure appropriate, accurate and current records of equipment tests, check sheets and service activities are kept.   **Quality, Health, Safety, Environment**   * Provide a positive, leadership role in SHEQ behaviours and ensure policies are implemented effectively to your team. * Ensure ongoing, adequate, suitable, and effective risk management including risk assessment and mitigation, job hazard assessment and method statement with a consistent approach across all areas of responsibility. * Ensure and evidence that all team members are kept up to date with, trained in and adhere to policies, codes of practice, risk assessments and safe systems of work. * Ensure all work is carried out in accordance with required work instructions, PPE requirements, procedures, and risk assessments, including any COSHH sheets and other instructions, to minimise risk to staff and other personnel and that good housekeeping always applies. * Ensure there is a schedule of equipment/machinery checks and inspections relevant to areas of responsibility and this is adhered to. * Promptly report and ensure matters affecting health, safety, and environment are addressed. If your team are unsure then seek advice before continuing.   **People**   * Lead by example with positive and inclusive behaviours and promote the ‘STEP’ culture * Ensure all team members are set SMART objectives aligned to department and business goals and are effectively managed, developed and supported * Manage and develop direct reports including identification of skills gaps, training, mentoring and coaching to ensure everyone is adequately performing their role within each team function * Promote and ensure effective and appropriate communication between different teams and departments to ensure objectives and client satisfaction is achieved   **Financial**  Contribute to the financial strength of the Company by;   * Managing cost and stakeholder expectations through sound commercial decisions and good communication to ensure effective and efficient use of resources to ensure value for money * Ensure all teams operate in an efficient and effective manner to support the achievement of goals and targets * Acquire technical support as needed to minimise equipment downtime.     The main responsibilities are outlined above but this not a definitive list and other tasks / activities may be necessary commensurate with this post. |
| 1. **KNOWLEDGE**   *Information, facts and practical understanding of required subject areas for role* |
| * Strong knowledge of the equipment * Company vision, mission, objectives, STEP culture, policies, and procedures * Leadership and management principles including staff performance management * Applicable processes * Risk management * KPIs * Good knowledge of health, safety and environmental legislation and regulations * An understanding of ISO9001:2015 quality standards * Awareness of essential employment law concepts e.g. working time, safety, discrimination, bullying and harassment * Commercial awareness |
| 1. **SKILLS**   *Areas of ability and task or activity competency to perform role successfully* |
| * **Core leadership** **and management** including setting objectives, organisation, prioritisation, people management skills including mentoring and coaching. * **Risk management** – assessment and mitigation plans * **Communication** – can communicate professionally and effectively with all levels of personnel, verbally and in writing * **Teambuilding** – able to foster an environment of teamwork to ensure that all products are delivered on time and company goals are met. * **Effective process and procedure** development and implementation * **Performance reporting** –monitoring KPIs and targets * **Technical skills –** up to date knowledge of current product offering * **Presentation and influencing** – presenting ideas and results to different stakeholders across the business including staff and senior management. * **Planning, organising and prioritisation** - stays ahead of the game and ensures that plans are clearly labelled out for everyone to follow. * **Problem solving** **and decision making** – able to adapt to a continuously changing environment and reacting quickly to meet challenges. |
| 1. **EXPERIENCE AND CERTIFICATIONS**   *Level of time, involvement in, training and/or exposure to gain required experience in the role and or/subject area, and evidence of this* |
| * Workshop management experience * Proven experience in team management including mentoring and coaching * Knowledge of quality, health, safety, and environmental standards * Knowledge of regulations and standards relevant to industry * IOSH Safety qualification * Driving licence |
| 1. **PERSONAL QUALITIES**   *General disposition / personal characteristics, work ethic, and moral values.* |
| * Honest and open character with a high level of integrity * Leads by example with a strong work ethic * Team / people orientated * Professional and mature * Flexible, adaptable * Resilient |